

**Digital Platform Development in Malawi
Lessons for Policy Makers**

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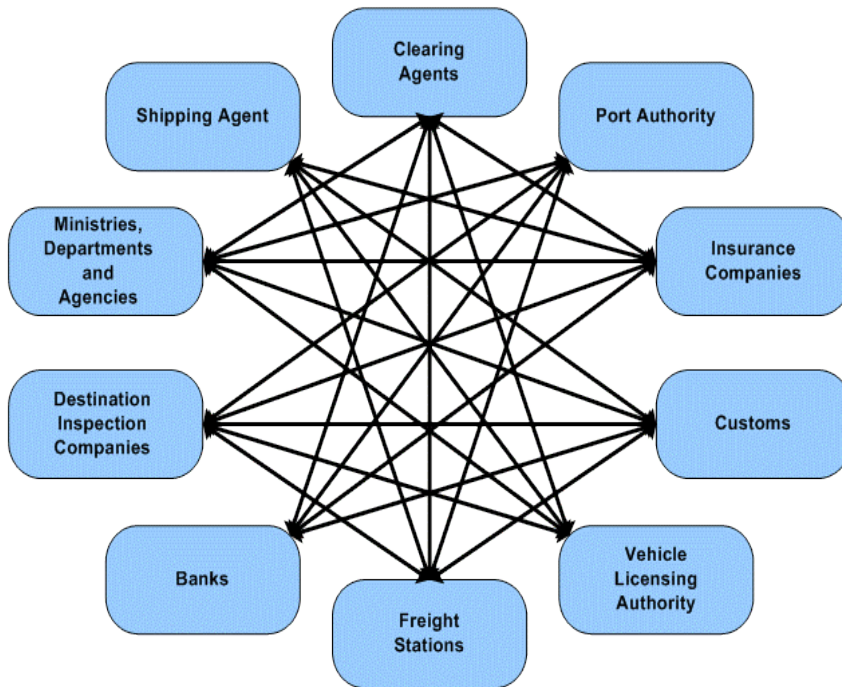
Salima, Malawi

Digital or Electronic Government

- Re-engineer Government business processes
- Provide Best in Class solutions (State of the art application software and hardware) to improve:
 - Government to Government Services
 - Government to Business Services
 - Government to Citizens
- Expected to:
 - increase compliance, transparency, revenue mobilization
 - Reduce incidence of fraud
 - Upgrade Government employee skills
 - Ensure more inclusive economic development
 - Stimulate innovation in the private sector

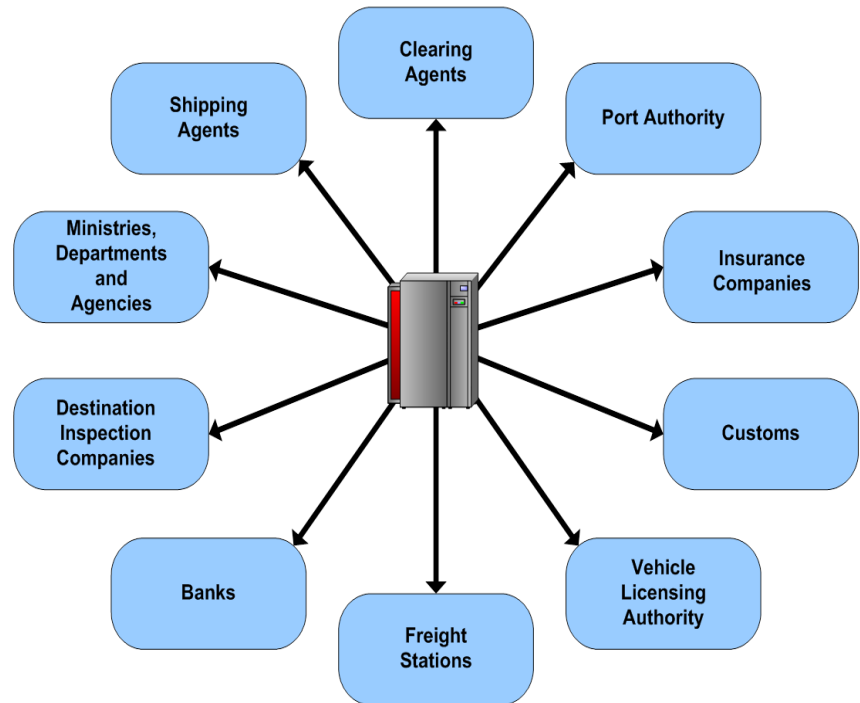
Lesson from Ghana - Customs

From....



Administrative Work , Error Prone
Paper-based, Time Consuming
===High Costs, Duplicative Controls, Unnecessary
Delays, Reactive Approach -- weeks to clear
consignments

To....

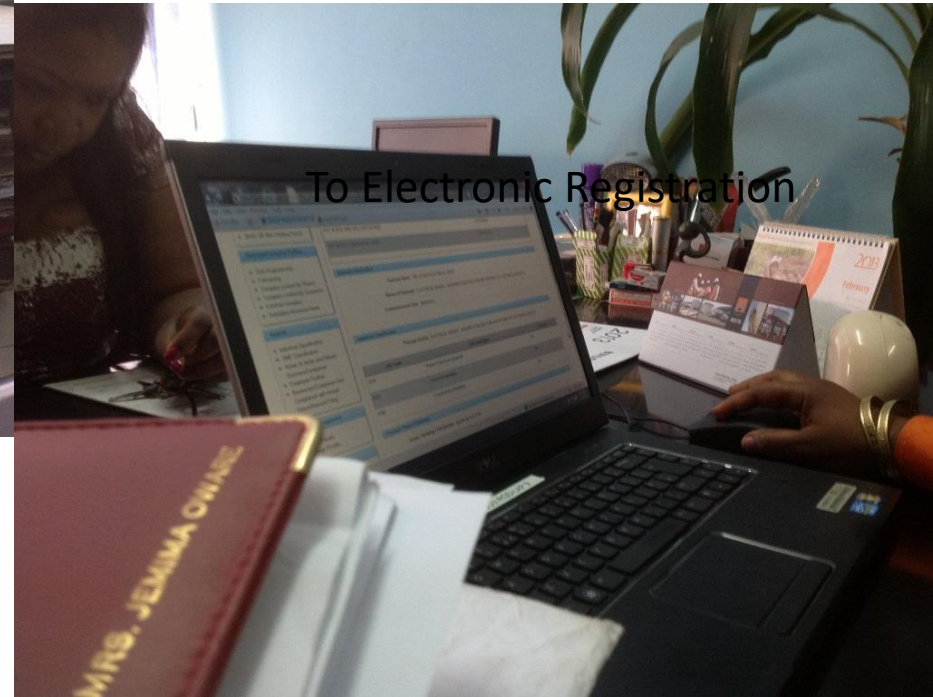


Networking all the parties to a common platform –
streamlined clearance processes reducing clearance
time to few days, increased revenue of about
50% in first 18 months.

Automating Business Registration Systems : From Paper



To electronic business registration





Infrastructure Developments

Africa's Thriving Economies

Find Licenses quickly by typing here ..



Uganda Business licensing information Portal

Businesses operating in Uganda are typically required to obtain one or more licenses and permits, depending on the activities of their enterprise. This website enables you to obtain information on the licenses pertaining to your business. Use the search below to find the licenses you will require to start your business.

Search Licenses

Search by Location, Industry and Business type



Nairobi City County eDevelopment Permit System

Fast & Easy

Submit Applications

Change of Use/Extension of Use

Planning permission for
change of use and extension
of use.

Subdivision/Amalgamation

Get approval for subdivision and
amalgamation.

Construction Permit

Faster approval of construction
permit applications.

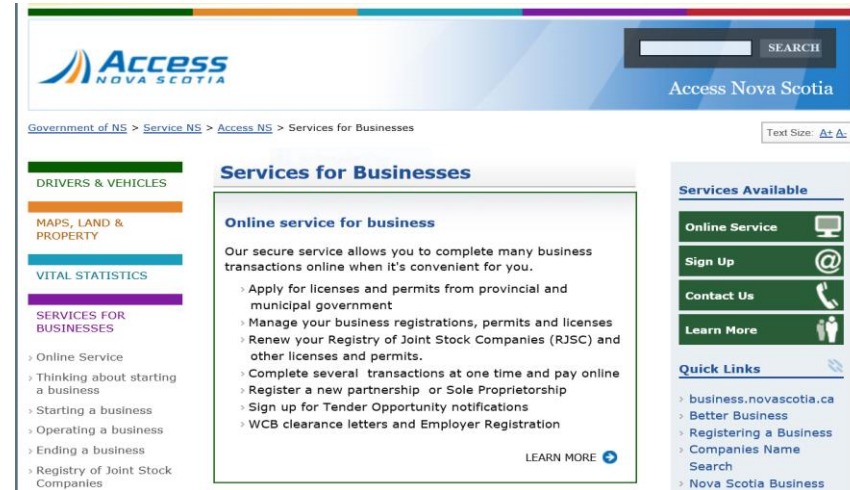
Extension of Lease/ Renewal

Get approval for extension of
lease and renewal.

Establishment of dedicated G2B service agencies

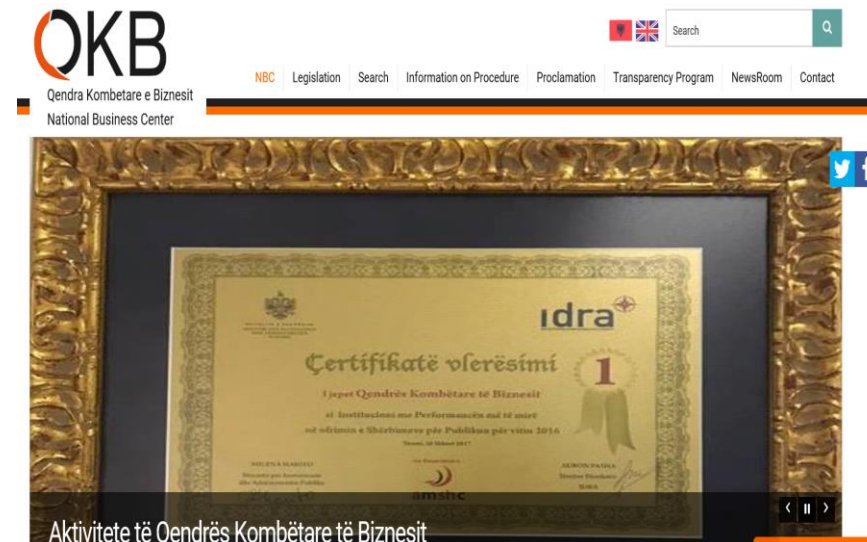
•Canadian provinces

- Most have developed client-facing service organizations which handle most interactions with citizens and businesses – with delegated authority from most regulators
- Robust technology platform supports online services and service centers



Albania's National Business Center

- Provides business registration and licensing services online and through 34 service counters
- Delegated authority to issue some licenses – otherwise refers applications to relevant regulators through back-office system



Virginia (US)Tax

Reforming Virginia's Tax System

- US\$ 123million Contract with Private Partner to automate tax system including financing of all hardware, software, re-engineering of all processes and replacement of entire technology platform.

Results

- Partnership resulted in more than US\$ 300 million in previously uncollected revenue
- Continue to generate nearly US\$72 million/yr in additional revenue to fund state services
- Customers continue to benefit from enhanced on-line services.

Key Takeaways from examples

- Importance of Public Private Partnership
- Whole of Govt approach
 - Common platform; Shared portal and government infrastructure
 - Enterprise architecture and interoperability framework
 - Robust cyber security and data protection frameworks and legislation
- Underpinned by strong policies, legal frameworks, institutional capacity building etc
- Strong Government leadership and dedicated resources
- Long term planning
- Digital skills critical

Some challenges

- Some 30% of egovt projects are complete failures
- Some 50-60% are partial failures
- Bottlenecks include:
 - Lack of coherent Strategy and policy
 - Weak institutions
 - Poor infrastructure
 - Inadequate emphasis on change management
 - Inadequate attention to the right skills to manage egovt projects
 - Poor communication to citizens/ lack of skills on use of egovt services
 - Inadequate leader and cooperation btn the various govt agencies

Potential Benefits of Digital/Electronic Platforms

- **Designed and Implemented Well, Potential to:**
 - transform the way people, government, businesses, and civil society in Malawi interact, provide services and transact business
 - Improve efficiency, reach of government services
 - reduce leakage of public resources and corruption
 - support the creation of a digital marketplaces
 - Generate employment